

ACTION PLAN for  
FORT MONROE LODGING  
4 February 2003

GOAL 1. Pursue the standards of Lodging Operation of the Year (LOYA) criteria regarding services.

STRATEGY. Provide minimum half hour of training and discussion every other week on a subject that enhances staff skills and abilities.

LONG TERM OBJECTIVE. Produce highest quality guest service and work environment. Build team strength, retain good employees by providing growth opportunities, improve the quality of employee.

SHORT TERM OBJECTIVES.

- |   |          |
|---|----------|
| 1. Review development/performance with employee     | Sep 2003 |
| 2. Procure and show professional development videos | Sep 2003 |
| 3. Make minimum one fun outing                      | Sep 2003 |

GOAL 2. Pursue the standards of LOYA criteria regarding operations.

STRATEGY. Continually compare current operations to written standards.

LONG TERM OBJECTIVE. Fine tune management systems. Create paper trail where appropriate. Organize supply system better.

SHORT TERM OBJECTIVES.

- |  |          |
|--|----------|
| 1. Complete storage area renovation  | Sep 2003 |
| 2. Set up storage shelves and arrange for more strategic procurement of supplies | Sep 2003 |
| 3. Achieve budget goals  | Sep 2003 |

GOAL 3. Pursue the standards of LOYA criteria regarding facilities.

STRATEGY. Identify deficiencies and pursue implementation or correction with benefit of leadership support.

LONG TERM OBJECTIVE. Enhance the entire customer experience and encourage repeat utilization. Preserve the government's investment in historical facilities.

SHORT TERM OBJECTIVES.

- |                                     |           |
|-------------------------------------|-----------|
| 1. Review IJOs and annual work plan | June 2003 |
| 2. Document condition of facilities | June 2003 |
| 3. Prepare/submit work requests     | June 2003 |